

Rocky Mountain Metropolitan District Billing and Collections Policy

Purpose

This policy describes the Rocky Mountain Rail Park Metropolitan District's (also known as "The District") process and procedures for billing and payment of water and wastewater services. The policy includes handling of water and wastewater emergencies, payment options, past due bills including notifications, late penalties, and disconnections.

Water or Wastewater Emergencies

Water and wastewater emergencies, including water leaks and main breaks, should be reported to the District's ORC, Ramey Environmental, Tel. No. (303)833-5505, 24 hours a day, 7 days a week.

Questions regarding your Water Bill

Questions regarding a water bill or meter reading are handled by the District's Management office by contacting 303-265-7949 during regular business hours, Monday – Friday, 8:00 – 5:00 p.m. MST excluding holidays, or via email at billingservices@claconnect.com.

Due Date and Late Penalties

Billing statements will be issued on or about the 1st of every month.

Water bill payments are due in full by the 15th of each month. An account will be considered delinquent if payment is not received by the District within fifteen (15) days of the due date, and a late penalty of \$15 will be automatically assessed to a customer's account.

On the 15th day from the due date, a delinquent payment notice may be sent to the customer requesting prompt payment to the District and notifying the customer that a late fee has been assessed. The notice may also notify the customer that disconnection of service may occur if payment is not received by the District within 30 days of the due date.

Disconnections

The District has to right to terminate and/or disconnect service to any customer that is more than (30) days late in payments due to the District. If service is disconnected due to a delinquent account status, service will not be restored until payment of all amounts due are received by the District.

A reconnection fee of \$250 will be applied for reconnection of service. This fee is non-refundable.

Lien for Non-Payment

The property owner is ultimately responsible for non-payment of water bills, and until paid, all water charges constitute a perpetual lien on and against the property served.

Pursuant to § 32-1-1001(1)(j)(I), C.R.S., ...until paid, all such fees, rates, tolls, penalties, or charges shall constitute a perpetual lien on and against the property served, and any such lien may be foreclosed in the same manner as provided by the laws of this state for the foreclosure of mechanics' liens.

Payment Options

Payments can be made via personal check (mail-in), online bill pay, automatic payments and in-person.

Application for Water Leak Credit

Customers may request a water leak credit within sixty (60) days after the leak is repaired. A customer may receive up to two (2) water leak credits during a twelve (12) month period. To apply for a water leak credit, a customer must complete a *Request for Water Leak Credit Application* and attach the repair/new parts receipts to support the request, or the customer must certify that repairs were made without supplies. The leak credit is limited to three (3) months. If the leak occurred for longer than a three (3) month period, the credit will be calculated for the largest consecutive three (3) months. Once approved, the credit will be included on the next billing statement. The consumption originally billed will be calculated at the lowest tier billing rate. Failure to pay a water bill in anticipation of a leak credit does not prevent termination of services should the account become delinquent.